

Reference Number: P37



ATTENDANCE POLICY AND PROCEDURE

Policy Review					
Author/Owner	Position	Approved by:	Approval Date	Review Cycle Review Date	Published on Website Y/N
Sarah Bray	Head of iZone	SLT	24/4/25	Annually June	Y

Document Control – Revision History (Policies only)					
Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Version	Recommend to SED Y/N
Jennie Ballam	Minor amendment	13.04.16	-		Y
Stephen Pyle	Amended to reflect new attendance monitoring systems	25.06.18	13.05.16		N
Susie Peart	Amended to remove historic data, and out of date information.	23.06.21	13.06.16		N
Donna Short/Sarah Bray	Major change to process	31/3/23		v1	
Sian Deasy	Small amendments in line with OU feedback, including adding UKVI requirements, clearer signposting to Fitness to Study, and definition of where a YCUC student's attendance would cause 'concern'.	22.06.23		v1.1	
Sarah Bray	Updated in relation to Internal Audit 2022/23 requirements	1/3/24		v2	
Sarah Bray & Sian Pering	Updated wording to reflect 'learner' rather than 'student'. Updated section 4 to make clearer the interventions that may be used to support learner attendance, and potential consequences of non-adherence to actions or targets. Removed reference to internal Data Dashboard in response to implementation of new MIS reporting tools.	14/4/25		V3	
Sarah Bray & Sian Pering	Updated scope to make regulations for HE learners clearer. Made clearer the role of the Attendance Office for FE learners, and that responsibility remains with the SPM. Updated email addresses for attendance reporting for FE. Updated references to data systems to include PowerBI.	30/06/26		v3.1	

Initial Equality Impact Screening

Has anyone else been consulted on this policy and/or procedure?

What evidence has been used for this impact screening (e.g. related policies, publications)?

Declaration (please tick one statement and indicate any negative impacts)



I am satisfied that an initial screening has been carried out on this Policy and/or Procedure and a full Equality Impact Assessment is not required. There are no specific negative impacts on any of the Protected Characteristics groups.



I recommend that an Equality Impact Assessment is required by the Equality and Diversity group, as possible negative impacts have been identified for one or more of the Protected Characteristics groups as follows:

- ☐ Age
- ☐ Disability
- ☐ Gender Reassignment
- ☐ Race
- ☐ Religion or belief
- ☐ Sex
- ☐ Sexual orientation
- ☐ Marriage & civil partnership
- ☐ Pregnancy & maternity

Completed by:	Sarah Bray	Position:	Head of MIS & iZone	Date:	24/4/25
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Reviewed by Equality & Diversity Group: YES/NO

If Yes: Date:

I confirm that any recommended amendments have been made

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1 PURPOSE

- 1.1 Yeovil College is committed to providing outstanding education and training to enable learners to meet their full potential and to pursue their chosen career aspirations.
- 1.2 The College maximises learners' learning opportunities by:
- 1.2.1 Setting high expectations for learners' attendance and punctuality at all timetabled sessions. It is expected that learner attendance is 100% of all timetabled sessions.
 - 1.2.2 Working in partnership with learners and, where applicable, their parents/carers and employers, to ensure high attendance and punctuality.
 - 1.2.3 Appropriately monitoring and accurately recording attendance.
 - 1.2.4 Providing support and taking action to improve attendance and punctuality where learners are not meeting the expected level of attendance.
- 1.3 **Study Programme Managers (SPMs) and Programme Leaders (PLs)** are responsible for the regular monitoring and review of learner attendance. Where attendance falls below the minimum expected threshold, SPMs / PLs will implement appropriate and timely interventions to support improvement. **Such interventions will take precedence over the Absence Report process.**

Where a learner's attendance does not demonstrate sufficient improvement following initial intervention, SPMs will escalate the matter and may be supported by the Curriculum Area Manager (CAM) and/or the Attendance Officer to ensure appropriate action and support are in place.

- 1.4 Attendance concerns and relevant actions taken related to attendance are recorded using attendance/punctuality comments in ProMonitor – the College's Management Information System.

2 SCOPE

- 2.1 This policy applies to all learners attending the college regardless of age, mode of attendance and/or type of programme.

2.2 For learners studying on Yeovil College University Centre (YCUC) programmes, Sections 4-7 of this policy are superseded by Appendix 1, which they should follow instead, recognising the different approach to attendance monitoring for Higher Education (HE) programmes.

2.2.1 Where a learner is unable to meet the attendance expectations of their programme due to a genuine health, wellbeing, or fitness to study concern, they should discuss their concerns with their Study Programme Manager (SPM) or Programme Leader (PL) in the first instance, and refer to the Health, Wellbeing, and Fitness to Study Policy which sits alongside the Attendance Policy and Procedure, and outlines the College's approach to make reasonable adjustments to support engagement with study, where appropriate.

3 RESPONSIBILITY AND AUTHORITY

3.1 The Vice Principal Quality of Education has ultimate responsibility for attendance.

3.2 Responsibility for monitoring, reviewing, and taking appropriate action / intervention around learner attendance sits with the Study Programme Manager (SPM) or Programme Leader (PL).

3.3 Day-to-day support with monitoring and chasing of attendance sits with the iZone team, in particular the Attendance Officer, who record absence through ProMonitor. When further intervention is required the SPM / PL is expected to review the learner's attendance and take necessary action.

3.4 The monitoring and implementation of process is supported by the Curriculum Assistant Principals, Head of MIS and iZone and Curriculum Area Managers (CAMs).

3.5 Management Information Services (MIS) provide accurate attendance data for curriculum via real-time attendance reports and Power BI, and provide a range of absence reporting tools for use by Curriculum area

As outlined in Appendix 1, the Higher Education Administration Office provide support for the monitoring and chasing of HE learner attendance.

4. ATTENDANCE PROCEDURES

- 4.1 The procedures that learners, the College, and its staff are responsible for following to maintain strong attendance, monitor ongoing attendance, and intervene where attendance falls below expected standards, are outlined below. These procedures apply to all learners, studying at Yeovil College except for those on Yeovil College University Centre programmes, who should instead follow the provisions outlined in Appendix 1.
- 4.2 The Attendance Officer runs a daily report to review learner absences. Any unnotified absences, or absences where no comment has been logged in the system, will then be followed up. Following this, the Attendance Officer or an appropriate deputy will add appropriate detail to the learner record surrounding the reason for absence and expected duration.
- 4.3 Where a learner is frequently absent, has a pattern of intermittent attendance, or attendance data otherwise causes a concern, the Attendance Officer will implement a range of interventions to support improving attendance. Interventions may vary based on individual circumstances, but could involve meeting with a learner, meeting with a learner's parent / carer, or working alongside curriculum staff to create an appropriate action plan to improve attendance. If an Attendance Review Meeting is held, the reasons for the poor attendance will be reviewed and appropriate actions and support to improve the overall attendance of the learner agreed. The meeting notes will be recorded in the student meeting section or raised as a learner comment on the learners' ILP, with actions and attendance being followed up and reviewed appropriately to measure the impact of the intervention, and plan further intervention if required.

If, despite appropriate support and intervention, a learner's attendance does not improve to an acceptable level in line with these agreed clear targets, or a learner is absent for a sustained period of time, a learner may be asked to withdraw from their programme of study, in line with regulations of the appropriate funding body, the

Learner Disciplinary Policy and Procedure, and / or the Health, Wellbeing and Fitness to Study Policy.

5. LEARNERS' RESPONSIBILITIES

- 5.1 All learners, regardless of what programme they study or mode of attendance, are expected to attend 100% of all timetabled sessions including, where timetabled, English and Maths. Learners can access their timetables via their Pro Portal platform and are responsible for speaking to their Study Programme Manager (SPM) if they are experiencing challenges with accessing their timetable.
- 5.2 If a learner is going to be absent from College, they or their listed contact must email the Attendance Officer (attendance@yeovil.ac.uk) before the start of their first lesson. If they are unable to email they can then call the iZone Team on 01935 423921. Learners are expected to give the following information: full name, Student Reference number, programme of study, reason for absence, and expected return date. All absences, regardless of reason provided, will be recorded as absences on the College's monitoring system.

6. THE COLLEGE'S RESPONSIBILITIES

- 6.1 The College support strong attendance by providing learners, and where appropriate their parents / carers, with timely information about absence. This includes, but is not limited to, the use of automated absence emails which are generated daily at 6.30pm and sent to the registered parent/carer email address held on the MIS System for all 16-18 learners and 19+ learners with an Educational Health Care Plan (EHCP), detailing all sessions marked absent that day. 19+ learners (excluding those with an EHCP) will receive automated email the day after they have been absent from a session.

7. TEACHING STAFF AND STUDY PROGRAMME MANAGER (SPM) RESPONSIBILITIES

- 7.1 All teaching staff must complete all registers within 15 minutes of the timetabled session start time.

- 7.2 Teaching staff and SPMs should encourage all learners to attend 100% of timetabled sessions and support learners to understand the importance of strong attendance and punctuality. Where attendance and / or punctuality are below the expected standard, SPMs should implement appropriate interventions to support the learner to improve their attendance. Where appropriate, teaching staff and SPMs should work alongside the Attendance Officer in the implementation of interventions to improve a learner's attendance.
- 7.3 If a lecturer receives any form of communication from a learner or learner's parent/guardian regarding absence, the staff member will add an Attendance/Punctuality comment to the learner's Individual Learning Plan (ILP) when received.

8. COLLEGE MANAGEMENT AND SENIOR MANAGEMENT RESPONSIBILITIES

- 8.1 Curriculum Area Managers (CAMs) monitor the attendance of their programmes weekly using the real-time attendance reports and other attendance reporting tools available, ensuring concerns escalated to them are actioned and recorded on ProMonitor. Concerns about learner attendance must be reported to their Senior Manager and action instigated to minimise the number of absences learners have. CAMs are responsible for ensuring SPMs appropriately action interventions linked to learner absence and use ProMonitor to record any actions or comments.
- 8.2 Senior Leaders review attendance regularly at appropriate meetings, identifying any trends in attendance data, and escalating concerns for action as appropriate.
- 8.3 The monitoring of attendance is also reported and reviewed through the College Corporation committee meetings to ensure leaders and managers are appropriately challenged.

9. UK VISAS AND IMMIGRATION (UKVI) REQUIREMENTS

- 9.1 Any learner studying under the provisions of a Student Visa must take responsibility for ensuring that they comply with the terms of their Student Visa and regulations as defined or amended by the UKVI whilst studying at the College.

- 9.2 The College is required to withdraw sponsorship of a learner's visa if they do not comply with Home Office/UKVI rules¹, including but not limited to:
- 9.2.1 A learner's overall attendance is not deemed to be acceptable.
 - 9.2.2 A learner's registration has been terminated, or a learner withdraws or commences a break in study.
 - 9.2.3 A learner successfully completes their programme of study in a shorter period than originally planned.

10. RELATED POLICIES, PROCEDURES², DOCUMENTS, DEFINITIONS

- 10.1 HE Student Terms & Conditions
- 10.2 Learner Disciplinary Policy
- 10.3 Health, Wellbeing, and Fitness to Study Policy
- 10.4 HE Withdrawal and Temporary Suspension of Studies Policy
- 10.5 UK Visas and Immigration Guidance³
- 10.6 Equality Act (2010)

¹ <https://www.gov.uk/student-visa>

² College policies and procedures available at www.yeovil.ac.uk/policies-reports

³ <https://www.gov.uk/student-visa>

Appendix 1 – Yeovil College University Centre (YCUC) Learners

Please Note - the procedures outlined in this appendix apply to YCUC learners, in place of the procedures outlined in Section 4-7 of the main Attendance Policy and Procedure. YCUC learners should be aware that other elements of the Attendance Policy and Procedure (including sections 1, 2, 3, 8, 9 and 10) are still applicable to them.

1 Learners' Responsibilities

- 1.1 Learners are expected to attend 100% of all timetabled sessions on time.
- 1.2 As per the HE Student Terms & Conditions: "You must fulfil the academic requirements of your programme [including] attendance at examinations and attendance at lectures, seminars and any other such teaching sessions provided by the College and partner universities in line with the Attendance Policy and Procedure."
- 1.3 If a learner will be absent for any reason, they should inform their Programme Leader (PL) with as much notice as possible.
- 1.4 All learner absences will be recorded as an 'absence' in the College systems, regardless of the reasons for the absence.
- 1.5 A learner's attendance levels are monitored through aggregated data over all timetabled sessions up to the current point in the academic year:
 - Excellent (Green) 95% and above
 - High (Black/Green) 90 % – 94%
 - Low (Amber) 80 % -89%
 - Very low (Red) 79% and below

2. Lecturers' Responsibilities

- 2.1 Complete registers for all sessions within 15 minutes of the timetabled session start time, marking the learner present, absent or late.

- 2.2 Issue an attendance cause for concern on the learner's Individual Learning Plan (ILP) via ProMonitor for all unexplained absences.
- 2.3 Encourage all learners to attend 100% of timetabled sessions and support learners to understand the importance of strong attendance and punctuality. Where attendance and / or punctuality are below the expected standard, PLs should implement appropriate interventions to support the learner to improve their attendance. Where appropriate, teaching staff and PLs should work alongside the Attendance Officer in the implementation of interventions to improve a learner's attendance.

3. Programme Leaders' Responsibilities

- 3.1 Monitor cause for concern notifications on ProMonitor and follow up as appropriate, ensuring they are marked as complete and follow up comments are added.
- 3.2 Programme Leaders should liaise with a learner as soon as attendance becomes a concern, using the causes for concern comments and attendance data on ProMonitor as an indicator. Attendance would likely become a concern in circumstances such as those outlined below:
 - 3.2.1 If a learner had any unexplained absences,
 - 3.2.2 If a learner's attendance was 'low' (80%-89%) or 'very low' (79% or lower), unless a Fitness to Study Plan was in place to modify expected attendance thresholds accordingly,
 - 3.2.3 If a learner had missed three or more consecutive weeks of study,
 - 3.2.4 If a learner had frequent intermittent absence or lateness, even if it was not 'low' or 'very low' in line with the thresholds above (for example, a learner was frequently absent for one particular lesson or timetabled session during the week, even if their attendance elsewhere on the programme was good).
 - 3.2.5 Programme Leaders should also inform the YCUC Administration Office if a learner has 'very low' attendance, has not attended for a period of three consecutive weeks, or has a clear trend of frequent intermittent absence or lateness (even if this does not trigger the 'very low' threshold), and request that an Attendance Warning Letter is sent. To be clear, Attendance Warning

Letters can be issued in response to both prolonged absence and frequent intermittent absence, whether explained or otherwise.

- 3.3 The YCUC office will periodically send Programme Leaders reports on learner attendance to review, to identify where learners' attendance may be a concern and attendance warning letters may need to be issued.

4. Curriculum Area Managers' (CAMs') Responsibilities

- 4.1 Monitor attendance of all learners for whole curriculum area using the real-time attendance reports and other attendance reporting tools available, ensuring concerns escalated to them are actioned and recorded on ProMonitor. Concerns about learner attendance must be reported to their Senior Manager and action instigated to minimise the number of absences learners have. CAMs are responsible for ensuring PLs appropriately action interventions linked to learner absence and use ProMonitor to record any actions or comments.
- 4.2 Investigate issues and instigate appropriate interventions to positively impact poor attendance, manage attendance data and utilise disciplinary procedures if necessary.
- 4.3 To support the Programme Leader in following the Disciplinary or Fitness to Study procedure if required.

5. Attendance Warning Letters

- 5.1 A three-letter rule is operated for YCUC learners whose attendance is not satisfactory. Attendance Warning Letters are issued by the YCUC office when a Programme Leader notifies that attendance is a concern.
- 5.2 **Letter 1** – Is issued when a learner's attendance is 'very low', where a learner has not attended for a period of three consecutive weeks, or where a learner has a clear trend of frequent intermittent absence or lateness (even if this does not trigger the 'very low' threshold). This letter is an initial warning, that is broadly supportive in tone and reminds the learner to discuss with their Programme Leader if there is an underlying issue causing the low attendance which the College can support with.

- 5.3 **Letter 2** – Is issued if a learner's attendance does not sufficiently improve following the issue of Attendance Letter 1. It makes clear that a learner must meet with their Programme Leader to discuss their attendance and put in place an action plan in order to improve their attendance, which would include any supportive measures a learner might be able to access to improve their attendance. Where an Attendance Review Meeting leads to the creation of an action plan, this will be recorded in a learner's Individual Learning Plan (ILP) and progress against agreed targets and actions reviewed regularly.
- 5.4 **Letter 3** – Is issued if a learner's attendance fails to sufficiently improve following the issue of Letter 2, or appropriate progress is not made with the agreed clear targets from an attendance action plan created as a result of Letter 2, despite appropriate support and intervention, and notifies the learner that they will be withdrawn from their course owing to low attendance.

6. Absence Due To Ill Health

- 6.1 Where a learner's low attendance is poor owing to ill health (whether physical or mental), it may be more appropriate to use the College's Health, Wellbeing, and Fitness to Study Policy, rather than the Three-Letter Rule. In these cases, the Programme Leader should inform the Head of Higher Education and Adult Learning that they have a case of low attendance which they are managing through Fitness to Study, and inform the HE Administration Office of this.
- 6.2 If, whilst the Three-Letter Rule process is being undertaken, it emerges that absence is related to ill health, it may be most appropriate to pause the Three Letter Rule and instead move to Fitness to Study.